

**Federal Communications Commission  
Form 481 Annual Reporting Data Collection Form  
Section 510 Service Quality Standards &  
Consumer Protection Rules Compliance**

**Service Quality Standards**

SureWest TeleVideo is compliant with the Service Quality Standards as set forth by the California Public Utility Commission in the General Order (G.O.) 133-C. G.O. 133-C has five standards to measure telephone service quality that primarily apply to residential customers and small businesses with 5 or fewer lines:

- 1) Service Installation time (within 5-days),
- 2) Meeting Installation Commitments 95% of the time,
- 3) % of Trouble Reports per number of lines,
- 4) Out-of-Service Restoration Time (90% within 24 hours) for outages that were within the control of the utility
- 5) Answer Time to reach a live operator (80% of calls in less than 60 seconds)

Measures 1-5 apply to the small local exchange companies (Small LECs) and measures 3-5 apply to the four large phone companies and competitive local carriers regulated under the Uniform Regulatory Framework (URF), collectively referred to as URF Carriers. As a facility-based URF Carrier, SureWest is exempt from reporting Installation Intervals pursuant to Section 3.1 of G.O 133-C, which includes requirements: 1) Service Installation time and 2) Meeting Installation Commitments 95% of the time. SureWest's Service Quality reporting may be found at the California Public Utility Commission website:

<http://www.cpuc.ca.gov/PUC/Telco/Consumer+Information/Telecommunications+Service+Quality+Reports.htm>

## Consumer Protection Rules Compliance

### Annual 47 C.F.R. § 64.2009(e) CPNI Certification Template EB Docket 06-36

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Submission Confirmation  
Number: **28873776**

Annual 64.2009(e) CPNI Certification for 2013 covering the prior calendar year:

2012

1. Date filed:

Feb 26 2013 :

2. Name of company(s)  
covered by this  
certification:

- Consolidated Communications Enterprise Services (822728)
- Consolidated Communications of Fort Bend Company *dba* Consolidated Communications (801798)
- Consolidated Communications of Pennsylvania Company (802458)
- Consolidated Communications of Texas Company *dba* Consolidated Communications (802425)
- Illinois Consolidated Tel. Co. *dba* Illinois Consolidated Telephone Company (803205)
- SureWest Kansas Operations, LLC (821324)
- SureWest Long Distance (804478)
- SureWest Telephone (804477)
- Surewest Televideo (822780)

3. Form 499 Filer ID(s):

801798 802425 802458 803205 804477 804478 821324  
822728 822780

4. Name of signatory:

Michael Shultz

5. Title of signatory:

VP Regulatory and Public Policy

6. Certification:

I, Michael Shultz [name of officer signing certification] , certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See* 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements (including those

mandating the adoption of CPNI procedures, training, recordkeeping, and supervisory review) set forth in section 64.2001 *et seq.* of the Commission's rules.

The company [☐ has ☒ has not] taken actions (*i.e.*, proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year. [NOTE: If you reply in the affirmative, please provide an explanation of any actions taken against data brokers.]

The company [☐ has ☒ has not] received customer complaints in the past year concerning the unauthorized release of CPNI [NOTE: If you reply in the affirmative, please provide a summary of such complaints. This summary should include number of complaints, broken down by category or complaint, *e.g.*, instances of improper access by employees, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information.]

The company represents and warrants that the above certification is consistent with 47. C.F.R. § 1.17 which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.

Signed: [☒ Signature of an officer, as agent of the carrier]

**Attachments:** Accompanying Statement explaining CPNI procedures  
Explanation of actions taken against data brokers (if applicable)  
Summary of customer complaints (if applicable)

**ACCOMPANYING STATEMENT  
OF  
CONSOLIDATED COMMUNICATIONS HOLDINGS, INC.  
REGARDING  
COMPLIANCE WITH CPNI REGULATIONS FOR 2011  
AT  
47 C.F.R. § 64.2009**

In order to comply with the FCC rules set forth at 47 C.F.R. Part 64, Subpart U, Consolidated Communications Holdings, Inc. and its subsidiaries ("Company") has created a Company Policy document which fully acknowledges the Company's commitment to protecting Customer Proprietary Network Information ("CPNI") and which informs its employees and any agents acting on the Company's behalf that they are required to follow the specific CPNI Guidelines outlined in the Company CPNI Policy. The Company CPNI Policy sets forth the specific policies and guidelines that are to be used by all employees in regard to the permitted use, disclosure and protection of CPNI. The Policy was developed and is maintained so as to be in compliance with 47 C.F.R. Part 64, Subpart U. A copy of the Company's CPNI Policy is included in the employee handbook for all employees. The CPNI Policy is also maintained on the company internal intranet site. All customer contact employees and their supervisors are specifically trained to fully understand the CPNI Policy and consequences for noncompliance. CPNI customer rights and procedures are also explained in Consolidated Communication's phone directories and in biannual mailings to customers.

Based on my personal review of the Company operating procedures related to the protection of CPNI, to the best of my knowledge and belief, the Company during the 2012 year has established operating procedures that are adequate to ensure compliance with the FCC Rules as set forth at 47 C.F.R. Part 64, Subpart U, regarding the protection of CPNI.